

# REVISED

## Amendment 301 Contract No. 229944

### To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

*June*  
This Amendment 301 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this *19th* day of *May*, 2014, by and between Vix Technology (USA) Inc. (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

#### Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to make the necessary system modifications to support King County Metro's (KCM) expansion of its Low Income Fare Type Program. This work is more fully described in the Contractor's document SEA-09201 PA-ROF KCM Expand Low Income Program (Amendment 253/RFI ORCA 692) v11.0 as approved by the Agencies on *May 2, 2014*.  
*12.0*
- C. The Parties agree that the necessary Work to modify the system will be performed and compensated as described below.

## Agreement

### Section 1.0 Description of Work

*Call Center Website (CCW)*

*DWT  
Jit  
KCM*

The Contractor will perform the development and testing Work to make the necessary system modifications to the Business Account Website (BAW), Cardholder Website (CHW) and Customer Service Terminal (CST) in order to support KCM's expansion of its Low Income Program. These modifications will provide the functionality for Lead Agent (Agency staff) and BA users to create new card orders with the passenger type "Low Income". Such work will include the following:

#### 1.1 The Contractor will modify the system to support Low Income card orders as follows:

- (a) Architect the KCM solution to allow for extension of the functionality to other Agencies at reduced complexity/cost, providing said Agencies do not require customized CHW or CCW functionality.
- (b) Implement new functionality for KCM Lead Agent and BA users to create new card orders with the passenger type Low Income
- (c) Add to the BAW fare product offerings, the option to order the Low Income passenger type fare product. Such orders are fulfilled by the KCM Mail Center
- (d) Allow the Low Income passenger type to be available for all BA agreement types
- (e) Issue all Low Income cards ordered from the BAW with a passenger expiration date.
- (f) Allow selection of the passenger type Low Income only when Standard stock type is selected from the Card type drop down menu.
- (g) Store the passenger expiration date on the card logically and physically print it on the back of the card
- (h) Create a new ID works template with the Low Income card layout
- (i) Do not implement on-line verification of passenger eligibility for the Low Income card. This is a manual process conducted by the Lead Agent and BA.
- (j) Prohibit issuance of Low Income cards on disposable card stock.
- (k) Allow orders placed on the BAW to have only one (1) expiration date for all cards included in a single order. If multiple expiration dates are required, then multiple orders must be placed.

#### 1.2 The Contractor will modify the system to support Low Income fare payments:

- (a) Use the existing Low Income passenger type in the system for the KCM Low Income passenger type.
- (b) Allow KCM (or any agency) to configure its own agency-specific fares for the Low Income passenger type.

- (c) Implement to allow a Kitsap Transit (KT) Low Income card to be valid for use on KCM at the KCM Low Income fare amount.
- (d) Implement to allow a KCM Low Income card to be valid for use on KT service at the KT Low Income fare amount.
- (e) Prohibit selection of the Low Income Passenger from the KCM/Driver Display Unit (DDU)/On Board Fare Transaction Processor (OBFTP) Group Payment screen for purposes of additional riders for group payments
- (f) Prohibit selection of the Low Income Passenger from the KCM DART Portable Fare Transaction Processor (PFTP) Group Payment screen for purposes of additional riders for group payments.
- (g) Permit the use of Autoload for the KCM Low Income fare products when ordered via the CHW. Autoload is not permitted for cards linked to a Business Account.
- (h) Permit the loading of a KCM Access fare product to a KCM Low Income card. It is KCM's responsibility to verify Access eligibility.

1.3 The Contractor will modify the system to support Low Income card registration:

- (a) Allow the initial card registration to be performed by the Lead Agent or the BA user.
- (b) Allow Low Income card registration only at the CHW and CST. ~~Registration via the CCW is prohibited.~~ DWT  
Vix  
KCM
- (c) Allow card registration to be performed one card at a time. No bulk registration is permitted.
- (d) Require the Card Verification Number (CVN) for registration at the CHW. Registration at the CHW will be performed by the cardholder.
- (e) Apply the existing rules for cardholder account creation when creating a new MY ORCA account on the CHW. The system will not notify the login ID or password to the cardholder. It is the responsibility of the BA or Lead Agent users carrying out the registration to note the log ID and password.



(g) Allow registration to continue only if the Client ID number is not currently being used for an active registered card. A cardholder can only have one active Low Income card regardless of issuer.

(f) Require matching double entry of the Client ID number for each KCM Low Income card registration via the CHW or CST.

~~(g) Allow registration to continue only if the Client ID number entered has not previously been used for a card registration. A cardholder may register multiple Low Income cards using different Client IDs/Low Income IDs.~~

(h) Allow the use of cards issued to a cardholder that have not been registered by the BA or Lead Agent. Such cards may be registered at a later time by the BA, Lead Agent, ~~or cardholder,~~ *or Call Center Representative.*

(i) Prohibit unregistering Low Income cards, once they have been registered.

(j) Except for the Client ID, Card holder registration details may be modified,

1.4 The Contractor will modify the system to support Low Income card replacements:

(a) Allow Low Income card replacements to be performed only via the BAW using new card stock. The replacement card will have the same passenger type expiry date as the replaced card and it will be visible on the replacement card order page as a read-only field.

(b) Allow card replacement fare product transfers when the card is replaced on the BAW or CST.

1.5 The Contractor will modify the reporting system so that any report query or view that currently has passenger type data or passenger type grouping will include the KCM Low Income fare passenger type.

1.6 The Contractor will update the following system documentation to include the changes in this amendment.

(a) SEA-01438 ORCA Cardholder Website Functional Specification

(b) SEA-04418 Operations Manual – Customer Service Walk-in Center

(c) SEA-01623 CST Screen Flows Demonstration

*(d) SEA-00363 Call Center Operations Manual*  
*(e) see new cc)*

Section 2.0 Schedule:

2.1 Prior to finalizing the design of the registration screen, the Contractor will provide ~~two (2)~~ *three (3)* screen prototypes to KCM for their review and approval. These prototypes will show the registration screen as it would appear on the CST and CHW. KCM will provide comments or approval in two business days from receipt of the mock-up.

2.2 The work described in Section 1.0 will be delivered in Maintenance Release 27.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

### Section 3.0 Compensation Changes

3.1 Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

#### VI. IMPLEMENTATION

##### SPECIAL PROGRAMS

LUMP SUM  
COST

#### Amendment No. 301

The Contractor will perform the necessary system modifications to support expansion of the KCM Low Income Fare e Program.  
**TOTAL**

~~\$95,474~~  
\$114,984

DWT  
Vix  
KCM

### Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Three Hundred and One shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]  
Its: General Manager  
Date: 5/16/14

The Agencies

By: Carla Carlson  
Its: Operations Manager  
Date: May 19, 2014

**REVISED**

DWT  
Vix  
Date  
6/11/14

KCM

4/12/14  
Date